

# HCSIS Alert!

Department of  
Mental Retardation

ISSUE #29: September 25, 2008  
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Contact the Help Desk with any  
questions: 866-367-8163

## *Enhancement Release*

### *September 23, 2008 HCSIS ENHANCEMENT RELEASE Version 3.1*

#### *Incident Management:*

##### *Area Office Management Review*

- Service Coordinators and Service Coordinator Supervisors access to enter information in the Area Office Management Review has been changed so that they can enter data in the Comments field only after finalization of the incident report for minor incidents. Previously, SCs and SC sups were allowed to enter data after submission of the incident report. This should reduce the amount of time Service Coordinators spend entering data in the Incident Report. Service Coordinators will still be able to mark an incident for escalation or change category after submission of the Incident Report.

Access to the Comments field has not changed for major incidents. For major incident reports, the Comments field is editable immediately after submission.

AFFECTS: Service Coordinators, Service Coordinator Supervisors

#### *Investigations:*

- A new report (Investigations Case Listing Report) has been added to the system that will allow users to generate a listing of investigation cases for a variety of selection criteria including: Date Range (maximum of 3 years). Provider, Area Office, etc.
- A new Alert was created for DPPC to inform them when an Investigation Report is finalized.
- The Investigation Report was modified to be in compliance with the new DPPC Investigation Report Format (08/01/2008). HCSIS will continue to support the current format for all ready completed Investigation Reports.
- The Action Plan / Resolution Notice was modified to include the DPPC Number(s) as well as the DMR Log Number.
- Action Plans will be retrieved by DPPC through HCSIS starting October 1st. Area offices and facilities will no longer be required to send Action plans separately to DPPC.

AFFECTS: Area Office Investigations staff

#### *Reports:*

- The Aging incident reports have been corrected to accurately indicate days overdue.
- The Death Report Management Report now has Residential Service Codes as a filter on the Report request screen. The dropdown list allows for specific residential service codes to be chosen as criteria.
- The Events by Individual Detail Report now includes MORs and Restraint reports.

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### *Death Reporting:*

- Upon clicking on the Update Death Report link, a message box is displayed asking the user to confirm that they wish to add information to the Death Report. This will prevent users from inadvertently creating another version of the death report when the intention was simply to view the death report. The Message box text reads: "Please confirm below that you would like to add data and create a new version of the Death Report. If you would like to view the death report, please click Cancel and use the Printable summary link."

AFFECTS: Service Coordinators, Service Coordinator Supervisors, Area office staff

- The last screen (Notifications) of the death report now displays the name of the person who finalized the death report, and the date of finalization.

### *WHERE TO GET GUIDANCE*

At <http://mass.gov/dmr>

- Incident Management GUIDELINES
- Incident Management CATEGORIES & DEFINITIONS
- Incident Management INDIVIDUAL & SITE BASED INCIDENT REPORTS and INSTRUCTIONS
- Incident Management CATEGORY CHANGES SUMMARY

At <http://www.dmr.state.ma.us/HCSISTraining/>

- HCSIS QUICK GUIDES
- HCSIS FREQUENTLY ASKED QUESTIONS

### *OTHER CONTACTS*

- AGENCY HCSIS LEAD
- AREA OFFICE
- REGIONAL HCSIS LEAD
- DMR HELP DESK 866-367-8163

### *REMEMBER:*

1. Share this Alert! with other people in your organization – Perhaps at staff meetings
2. Call your Area Office or the DMR Help Desk (1-866-367-8163) with questions
3. Virtual Gateway Help Desk 1-800-421-0938, for provider log-in and new user issues